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Fax: 512.343.0119

#### **REDACTED - FOR PUBLIC INSPECTION**

#### **VIA ECFS**

June 12, 2014

Ms. Marlene H. Dortch, Secretary Federal Communications Commission Office of the Secretary 445 12<sup>th</sup> Street, S.W. Washington, D.C. 20554

RE: REQUEST FOR CONFIDENTIAL TREATMENT – Connect America Fund, WC Docket No. 10-90; Lifeline and Link Up Reform and Modernization, WC Docket No. 11-42

Request that Information Submitted to the Commission be Withheld from Public Inspection Pursuant to 47 C.F.R. §0.459 and 5 U.S.C. §552(b)(4): Five-Year Service Quality Improvement Plan included in FCC Form 481

Confidential Financial Information – Subject to Protective Order in WC Docket Nos. 10-90, 07-135, 05-337, 03-109, CC Docket Nos. 01-92, 96-45, GN Docket No. 09-51, WT Docket No. 10-208, Before the Federal Communications Commission

#### Dear Ms. Dortch:

In accordance with the annual reporting requirements of 47 C.F.R. §§54.313 and 54.422, Muenster Telephone Corporation of Texas d/b/a Nortex ("Nortex" or "the Company"), Study Area Code 442116, is submitting a completed FCC Form 481 to the Commission via its Electronic Comment Filing System (ECFS) in WC Docket Nos. 10-90 and 11-42. The Company, by its authorized representative, hereby requests confidential treatment of two attachments to its FCC Form 481: (1) the five-year service quality improvement plan and (2) the financial annual report, both of which were redacted in the ECFS submission. The request for confidential treatment of the five-year plan is being made pursuant to section 0.459 of the Commission's rules and Exemption 4 of the Freedom of Information Act (FOIA). The request for confidential treatment of the financial annual report is being made pursuant to the FCC's November 16, 2012 *Protective Order* in WC Docket No. 10-90 *et al.* These attachments contain competitively sensitive data that Nortex maintains as confidential and does not normally make available to the public. Release of this information would have a substantial negative impact on the Company.



Ms. Marlene H. Dortch June 12, 2014 Page 2 of 5

# Five-Year Service Quality Improvement Plan

Pursuant to section 0.459 of the Commission's rules and Exemption 4 of FOIA, Nortex requests that the text and data extracted from its five-year service quality improvement plan be withheld from public inspection because it contains competitively sensitive commercial and financial information that the Company keeps confidential. Public availability of this information would have a substantial negative impact on the Company.

In accordance with section 0.459 of the Commission's rules, the following information is provided in support of this request:

- (1) Identification of the specific information for which confidential treatment is sought:
  - Attachment to Line 112 of FCC Form 481 Five-Year Service Quality Improvement Plan. Specifically, confidential treatment is sought for all information in the five-year plan related to the Company's access line counts, existing broadband capabilities, and its network investment plans through 2019 that will improve service quality for its customers.
- (2) Identification of the Commission proceeding in which the information was submitted or a description of the circumstances giving rise to the submission:
  - The information was submitted in WC Docket Nos. 10-90 and 11-42 as an attachment to FCC Form 481- the Carrier Annual Reporting Data Collection Form. Section 100 of FCC Form 481 requires incumbent local exchange carriers receiving high cost support to attach a five-year service quality improvement plan, pursuant to 47 C.F.R. §§54.202(a)(1)(ii) and 54.313(a)(1).
- (3) Explanation of the degree to which the information is commercial or financial, or contains a trade secret or is privileged:

The five-year service quality improvement plan contains granular information on the Company's access line counts and existing broadband capabilities as well as detailed plans for financial investments in its network through 2019 to improve service to subscribers. This is closely guarded, privileged information that the company does not make publicly available.



Ms. Marlene H. Dortch June 12, 2014 Page 3 of 5

(4) Explanation of the degree to which the information concerns a service that is subject to competition:

Broadband is subject to increasing competition in the areas served by rural, rate-of-return incumbent local exchange carriers (RLECs). Virtually all RLECs face competition from one or more wireless Internet service providers. Most RLECs also face competition from at least one other wireline broadband provider such as a larger cable company, who will typically seek to "cherry pick" the lower cost portions of the study area. In addition, all RLECs face competition throughout their territories from satellite broadband providers.

(5) Explanation of how disclosure of the information could result in substantial competitive harm:

Disclosure of the information contained in the five-year plan would provide competitors with detailed, granular information regarding the Company's access line count, its existing broadband capabilities, and its strategic plans for network investments. This would give competitors invaluable confidential information with which to develop their own strategies for investing in the service area, thereby bringing substantial competitive harm to the Company.

(6) Identification of any measures taken by the submitting party to prevent unauthorized disclosure:

The Company has continually treated the extracted information in its five-year plan as confidential and carefully controls the information to protect it from competitors. Access to the information is limited to employees that require it and to non-employees with confidentiality obligations such as lenders, consultants, auditors, and attorneys. In addition, when such information is required to be submitted to a state regulatory authority it has been filed as confidential information, not available to the public.

(7) Identification of whether the information is available to the public and the extent of any previous disclosure of the information to third parties:

The redacted information in the five-year plan is not available to the public, and third party access is limited as described in (6) above.

(8) Justification of the period during which the submitting party asserts that material should not be available for public disclosure:

The Company requests that the extracted information be withheld from public inspection indefinitely. Although the information reflects the Company's service improvement plans for a five year period, it would provide a very useful baseline for competitors for several years beyond that period.



Ms. Marlene H. Dortch June 12, 2014 Page 4 of 5

(9) Any other information that the party seeking confidential information treatment believes may be useful in assessing whether its request for confidentiality should be granted:

Exemption 4 of FOIA shields from public disclosure commercial or financial information obtained from a person that is privileged or confidential. Based on the responses provided above, the information in question satisfies this test.

### Financial Annual Report

Section 3005 of FCC Form 481 requires a privately-held rate-of-return carrier receiving high cost support to attach a full and complete annual report of the company's financial condition and operations pursuant to 47 C.F.R. §54.313(f)(2). Nortex seeks confidential treatment of its financial annual report pursuant to the November 16, 2012 *Protective Order* in WC Docket No. 10-90, et al.<sup>1</sup> The *Protective Order* specifically covers information filed pursuant to 47 C.F.R. §54.313(f)(2).

Nortex is providing to the Office of the Secretary, under seal, this cover letter and the Form 481 filing which includes the confidential information that is being requested to be withheld from public inspection.

Each page of the five-year service quality improvement plan confidential submission bears the legend, "CONFIDENTIAL - NOT FOR PUBLIC DISCLOSURE."

Each page of the financial annual report confidential submission bears the legend, "CONFIDENTIAL FINANCIAL INFORMATION – SUBJECT TO PROTECTIVE ORDER IN WC DOCKET NOS. 10-90, 07-135, 05-337, 03-109, CC DOCKET NOS. 01-92, 96-45, GN DOCKET NO. 09-51, WT DOCKET NO. 10-208, BEFORE THE FEDERAL COMMUNICATIONS COMMISSION."

Two copies of the Form 481 filing in redacted form and an accompanying cover letter are also being provided with the confidential filing. Each page of the redacted filing and accompanying cover letter is marked "REDACTED – FOR PUBLIC INSPECTION."

Two copies of this cover letter and the Form 481 filing with the confidential information are also being delivered to Mr. Charles Tyler, Telecommunications Access Policy Division, Wireline Competition Bureau.

<sup>&</sup>lt;sup>1</sup> Connect America Fund et al., WC Docket No. 10-90 et al., Protective Order, DA 12-1857 (rel. Nov. 16, 2012).



Ms. Marlene H. Dortch June 12, 2014 Page 5 of 5

The confidential information has also been submitted to the Universal Service Administrative Company through its E-File system as an attachment to the FCC Form 481.

This cover letter includes no confidential information and the text is the same in both the non-redacted and redacted versions except for the confidentiality markings.

Please contact me if you have any questions.

Sincerely,

Stuart Polikoff

Authorized Representative for

Muenster Telephone Corporation of Texas d/b/a Nortex

SEP/pjf

**Enclosures** 

cc: Mr. Charles Tyler, Telecommunications Access Policy Division, Wireline Competition Bureau,

Federal Communications Commission, (2 hardcopies of non-redacted submission)

Mr. Alan Rohmer, Muenster Telephone Corporation of Texas d/b/a Nortex

FCC For	m 481 - Carrier Annual Reporting Data Collection Form			FCC Form 481 OMB Control No. 3060-0 July 2013	0986/OMB Control I	No. 3060-0819
<010>	Study Area Code	442116				
<015>	Study Area Name	MUENSTER DBA NORTEX				
<020>	Program Year	2015				
	Contact Name: Person USAC should contact with questions about this data	Alan Rohmer				
<035>	Contact Telephone Number: Number of the person identified in data line <030>	9407592251 ext.				
<039>	Contact Email Address: Email of the person identified in data line <030>	arohmer@nortex.com				
ANNUA	L REPORTING FOR ALL CARRIERS				54.313 Completion Required	54.422 Completion Required
<100>	Service Quality Improvement Reporting		(complete attached work	(sheet)	(check box wh	en complete)
	Outage Reporting (voice)		(complete attached work	,	✓	✓
<210>		outages to report		·		111111
<300>	Unfulfilled Service Requests (voice)			L		
-240-	Data in a Aller and Article					11111
<310>	Detail on Attempts (voice)					
				(attach descriptive do	cument)	
		<del></del>				
<320>	Unfulfilled Service Requests (broadband) 0			_		11111
×220×	Detail on Attempts (broadband)					
<330>	Detail of Attempts (broadband)			(attach descriptive d	ocument)	<b>**</b> *** *** *** ***
<400> <410>	Number of Complaints per 1,000 customers (voice) Fixed    0.0					
<420>	Mobile 0.0					✓
<430>	Number of Complaints per 1,000 customers (broadb	pand)			✓	111111
<440> <450>	Fixed 0.0					
<500>	Service Quality Standards & Consumer Protection R	l ules Compliance	(check to indicate certif	ication)	<b>√</b>	<b>√</b>
.500	442116tx510.pdf		1			
<510>			(attached descriptive	document)	/	<b>/</b>
				,		
<600>	Functionality in Emergency Situations 442116tx610.pdf		(check to indicate certif	ication)	✓	✓
	442116tX61V.pu1					
			(attached descriptive do	cument)		
<610>						
<700>	Company Price Offerings (voice)		(complete attached wor	ksheet)	<b>✓</b>	
<710>	Company Price Offerings (broadband)		(complete attached wor	ksheet)		
	Operating Companies and Affiliates		(complete attached wor		<u> </u>	- TOTAL TOTAL
	Tribal Land Offerings (Y/N)?  Voice Services Rate Comparability	(if y	ves, complete attached wor (check to indicate certif		<u> </u>	
1000>	442116tx1010.pdf		(check to malcute terry	ication		
<1010>			(attach descriptive doc	ument)	✓	
<1100>	Terrestrial Backhaul (Y/N)?	(if	not, check to indicate certi	fication)	<b>√</b>	
<1110>			(complete attached wo	rksheet)		
	Terms and Condition for Lifeline Customers		(complete attached wo			✓
	Price Cap Carriers, Proceed to Price Cap Additional	Documentation Works	sheet			
<2000>	Including Rate-of-Return Carriers affiliated with Pro	ice Cap Local Exchange	Carriers (check to indicate certifi	inntinu)		

# (complete attached worksheet) Rate of Return Carriers, Proceed to ROR Additional Documentation Worksheet (check to indicate certification)

(complete attached worksheet)

<2005>

<3000>

<3005>

(100) Se Data Co	(100) Service Quality Improvement Reporting Data Collection Form	FCC Form 481 OMB Control July 2013	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<015>	Study Area Name	MUENSTER DBA NORTEX	
<020>	Program Year	2015	
<030>	Contact Name - Person USAC should contact regarding this data	Alan Rohmer	
<032>	Contact Telephone Number - Number of person identified in data line <030>	9407592251 ext.	
<039>	Contact Email Address - Email Address of person identified in data line <030>	arohmer@nortex.com	
<110>	Has your company received its ETC certification from the FCC?	(yes/no)	
<111>	If your answer to Line <1.10> is yes, do you have an existing $\$54.202(a)$ "5 year plan" filed with the FCC?	(yes/no)	
(113) (114) (115) (116) (117)	If your answer to Line <111> is yes, then you are required to file a progress report, on line <112> delineating the status of your company's existing § 54.202(a) "5 year plan" on file with the FCC, as it relates to your provision of voice telephony service.  Attach Five-Year Service Quality Improvement Plan or, in subsequent years, your annual progress report filed pursuant to 47 C.F.R. § 54.313(a)(1). If your company is a CETC which only receives frozen support, your progress report is only required to address voice telephony service.  Please check these boxes below to confirm that the attached documents(s), on line 112, contains a progress report on its five-year service quality improvement plan pursuant to § 54.202(a). The information shall be submitted at the wire center level or census block as appropriate.  Maps detailing progress towards meeting plan targets  Report how much universal service (USF) support was received How (USF) was used to improve service quality  How (USF) was used to improve service coverage  How (USF) was used to improve service capacity  Provide an explanation of network improvement targets not met in the prior calendar year.	mpany is a  Name of Attached Document	ned Document

(200) Ser	vice Outage R	(200) Service Outage Reporting (Voice)	(e:						FCC	FCC Form 481		
Data Coll	Data Collection Form								NO ylut	OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013	1986/OMB Control No	. 3060-0819
<010>	Study Area Code	ode				442116						
<015>	Study Area Name	ame				MUENSTER DBA NORTEX	A NORTEX					
<020>	Program Year					2015						
<030>		Contact Name - Person USAC should contact regarding this data	should contac	t regarding this	s data	Alan Rohmer						
<032>	Contact Tele	Contact Telephone Number - Number of person identified in data line	· Number of pe	rson identified	in data line <030>	0> 9407592251 ext.	ext.					
<039>		I Address - Ema	il Address of pe	rson identified	Contact Email Address - Email Address of person identified in data line <030>	30> arohmer@nortex.com	tex.com					
<220>	< <b>e</b> >	 b1>	 b2>	<	4>	<c1></c1>	<c2></c2>	<del>\$</del> 0	<e>&gt;</e>	\$	\ \ \	^ <del>\</del>
	NORS Reference		Outage Start Outage Start	no	Outage End	Number of		911 Facilities	Service Outage	Did This Outage Affect Multiple		
	Number	Date	e E E	Date	e III	Customers Arrected	Customers	Arrected (Yes / No)	all that apply)	(Yes / No)	service Outage Resolution	Preventative
						5	See attached	-				
							workshoot					
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Page 3

(700) Pric Data Coll	(700) Price Offerings in Data Collection Form	(700) Price Offerings including Voice Rate Data Data Collection Form	Data				F. OI UL	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013	B Control No. 3060-0819
<010>	Study Area Code	nde			442116				
<015>	Study Area Name	ıme			MUENSTER DBA NORTEX	3A NORTEX			
<020>	Program Year				2015				
<030>	Contact Nam	Contact Name - Person USAC should contact regarding this data	l contact regardi.	ng this data	Alan Rohmer	Ş.			
<032>	Contact Telep	Contact Telephone Number - Number of person identified in data line <030>	er of person ider	tified in data line <	<030> 9407592251 ext.	ext.			
<039>	Contact Email	Contact Email Address - Email Address of person identified in data line <030>	ess of person ide	ntified in data line	<030> arohmer@nortex.com	rtex.com			
<701>	Residential Lo	Residential Local Service Charge Effective Date	ective Date	1/1	1/1/2014				
<70/>	Single State-v	Single State-Wide Kesidential Local Service Unarge	service Charge						
<703>	<a1></a1>	<a2></a2>	<a3></a3>	                	 	<	 b4>	<	<b>\$</b>
	State	Exchange (ILEC)	SAC (CETC)	Rate Type	Residential Local Service Rate	State Subscriber Line Charge	State Universal Service Fee	Mandatory Extended Area Service Charge	Total per line Rates and Fees
					See at	See a <del>tt</del> ached worksheet			

Collection	Data Collection Form						OMB Cont July 2013	rol No. 3060-0986/	OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<015> Study	Study Area Name			MUENSTER DBA NORTEX	RTEX				
<020> Prog	Program Year			2015					
<030> Cont	act Name - Person USA	Contact Name - Person USAC should contact regarding this data	is data	Alan Rohmer					
<035> Cont	act Telephone Numbe	Contact Telephone Number - Number of person identified in data line <030>	d in data line <030>	9407592251 ext.					
<039> Cont	act Email Address - En	Contact Email Address - Email Address of person identified in data line	ed in data line <030>	arohmer@nortex.com	.com				
<711>	<a1>&gt;</a1>	<a2></a2>	  	<bs></bs> <bs></bs>       <br< td=""><td>&lt;&gt;&gt;&gt;</td><td><d1></d1></td><td><q2></q2></td><td><d3></d3></td><td><d4>&gt;</d4></td></br<>	<>>>	<d1></d1>	<q2></q2>	<d3></d3>	<d4>&gt;</d4>
	State	Exchange (ILEC)	Residential Rate	State Regulated Fees	Total Rate and Fees	Broadband Service - Download Speed (Mbps)	Broadband Service - Ubload Speed (Mbbs)	Usage Allowance (GB)	Usage Allowance Action Taken When Limit Reached {select}
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				- See attached	ped				
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do (008)	(800) Operating Companies				FCC Form 481
Data Col	Data Collection Form				OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<015>	Study Area Name		MUENSTER DBA NORTEX	JORTEX	
<020>	Program Year		2015		
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<035>		Contact Telephone Number - Number of person identified in data line <030>	9407592251 ext.		
<039>	l I	Contact Email Address - Email Address of person identified in data line <030>	arohmer@nortex.com	x.com	
<810>	Reporting Carrier	Muenster Telephone Corporation of Texas $d/b/a$ Nortex Communications	a Nortex Commun	nications	
<811>		Nortex Communications Company			
<812>		Muenster Telephone Corporation of Texas $d/b/a$ Nortex Communications	a Nortex Commun	nications	
<813>		<a1></a1>		<a2></a2>	<a3></a3>
		Affiliates		SAC	Doing Business As Company or Brand Designation
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(900) Tribal Lands Reporting Data Collection Form	eporting	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819
		July 2013
<010> Study Area Code	9 Code	442116
<015> Study Area Name	a Name	MUENSTER DBA NORTEX
<020> Program Year	ear	2015
<030> Contact Na	Contact Name - Person USAC should contact regarding this data	Alan Rohmer
<035> Contact Tel	Contact Telephone Number - Number of person identified in data line <030>	9407592251 ext.
<039> Contact Em	Contact Email Address - Email Address of person identified in data line <030>	. arohmer@nortex.com
<910> Tribal Land	Tribal Land(s) on which ETC Serves	
<920> Tribal Gove	Tribal Government Engagement Obligation	
		Name of Attached Document
300000000000000000000000000000000000000	and the second s	
to confirm the status	II your company serves Tibar and so, prease serect (Tes,no, 1N4) for each tilese boxes.	
demonstrates coordir		Select
§ 54.313(a)(9) includes:		(Yes,No, NA)
<921> Needs asse	Needs assessment and deployment planning with a focus on Tribal	
community	community anchor institutions.	
<922> Feasibility a	Feasibility and sustainability planning;	
<923> Marketing	Marketing services in a culturally sensitive manner;	
<924> Compliance	Compliance with Rights of way processes	
<925> Compliance	Compliance with Land Use permitting requirements	
<926> Compliance	Compliance with Facilities Siting rules	
<927> Compliance	Compliance with Environmental Review processes	
<928> Compliance	Compliance with Cultural Preservation review processes	
<929> Compliance	Compliance with Tribal Business and Licensing requirements.	

(1100) N	(1100) No Terrestrial Backhaul Reporting	FCC Form 481
Data Co	Data Collection Form	OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
<010>	Study Area Code	442116
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<020>	Program Year	2015
<030>	Contact Name - Person USAC should contact regarding this data	Alan Rohmer
<032>	ta line <030>	9407592251 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	arohmer@nortex.com
<1120>	Please check this box to confirm no terrestrial backhaul options exist within the supported area pursuant to § 54.313(G)	
<1130>	Please check this box to confirm the reporting carrier offers broadband service of at least 1 Mbps downstream and 256 kbps	
	upstream within the supported area parsuant to 3 04:313(0)	

(1200)	(1200) Ierms and Condition for Lifeline Customers	FCC Form 481
Lireline Data Col	Lifeline Data Collection Form	OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
<010>	Study Area Code	A10116
<015>	Study Area Name	MITENSTIFE DE NORTEX
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<030>		Alan Rohmer
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<039>	Contact Email Address - Email Address of person identified in data line <030>	30> arohmer@nortex.com
		442116tx1210.pdf
<1210>	Terms & Conditions of Voice Telephony Lifeline Plans	
		Name of Attached Document
<1220>	Link to Public Website	
"Please check th or the website li § 54.422(a)(2) a annually report:	"Please check these boxes below to confirm that the attached document(s), on line 1210, or the website listed, on line 1220, contains the required information pursuant to § 54.42(a)(2) annual reporting for ETCs receiving low-income support, carriers must annually report:	
<1221>	Information describing the terms and conditions of any voice telephony service plans offered to Lifeline subscribers,	
<1222>	Details on the number of minutes provided as part of the plan,	
<1223>	Additional charges for toll calls, and rates for each such plan.	

Oocumentation       FCC Form 481         OMB Control No. 3060-0986/OMB Control No. 3060-0819       July 2013	442116 MITENCEPED NATURE		C should contact regarding this data Alan Rohmer - Number of person identified in data line <030> 9407592251 ext.	ail Address of person identified in data line <030> arohmer@nortex.com	CHECK the boxes below to note compliance as a recipient of Incremental Connect America Phase I support, frozen High Cost support, High Cost support to offset access charge reductions, and Connect America Phase II support as set forth in 47 CFR § 54.313(b),(c),(d),(e) the information reported on this form and in the documents attached below is accurate.	n {47 CFR § 54.313(b)(1)} n {47 CFR § 54.313(b)(2)}	e Cap Carrier Receiving Frozen Support Certification  2013 Frozen Support Certification  2014 Frozen Support Certification  2015 Frozen Support Certification  2015 Frozen Support Certification  2015 Frozen Support Certification  2015 Frozen Support Certification  2016 and future Frozen Support (47 CFR § 54.313(d))  Certification Support Used to Build Broadband  anet America Phase II Reporting (47 CFR § 54.313(e))  Start year Broadband Service Certification  Start year Broadband Service Certification  Interim Progress Certification  Start year Broadband Service Certification  Interim Progress Certification  Please check the box to confirm that the attached document(s) on line 2021, contains the required information  Please so to confirm that the attached document(s) on line 2021, contains the required information  Please so to confirm that the attached document(s) on line 2021, contains the required information  pursuant to § 54.313 (e)(3)(ii), as a recipient of CAF Phase II support shall provide the number, names, and addresses of community anchor institutions to which began providing access to broadband service in the preceding calendar year.	mmunity Anchor Institutions
(2000) Price Cap Carrier Additional Documentation Data Collection Form Including Rate-of-Return Carriers affiliated with Price Cap Local Exchange Carriers	Study Area Code Study Area Name	Program Year	Contact Name - Person USAC should contact regarding this data  Contact Telephone Number - Number of person identified in data line	Contact Email Address - Email Address of person identified in data line	: boxes below to note compliance as a recipient of Incremental C support as set forth in 47 CFR § 54.3 Incremental Connect America Phase I reporting	2nd Year Certification {47 CFR § 54.313(b)(1)} 3rd Year Certification {47 CFR § 54.313(b)(2)}	Price Cap Carrier Receiving Frozen Support Certification (47 CFR § 54, 2013 Frozen Support Certification 2013 Frozen Support Certification 2015 Frozen Support Certification 2015 Frozen Support Certification 2016 and future Frozen Support Certification 2016 and future Frozen Support Certification Certification Support Used to Build Broadband Certification Support Used to Build Broadband Certification Support Used to Build Broadband Strying A7 CFR § 54.313(e)) 3rd year Broadband Service Certification 5th year Broadband Service Certification Interim Progress Certification Please check the box to confirm that the attached documen pursuant to § 54.313 (e)(3)(ii), as a recipient of CAF Phase II addresses of Community anchor institutions to which began preceding calendar year.	Interim Progress Community Anchor Institutions
(2000) Pri Data Colle	<010>	<020>	<030>	<039>	CHECK th	<2010> <2011>	<2012> <2013> <2014> <2014> <2016> <2015> <2016> <2017> <2018> <2019> <2020>	<2021>

Data Col.	Data Collection Form	OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
<010>	Study Area Code	442116
<015>	Study Area Name	MUENSTER DBA NORTEX
<030>	ontact regarding this	Alan Rohmer
<035>	Contact Telephone Number - Number of person identified in data line <030> Contact Email Address - Email Address of person identified in data line <030>	9407592251 ext. archmer@nortex.com
CHECK t		its five year service quality plan (pursuant to 47 CFR § 54.202(a)) and, for privately held carriers, ensuring compliance with the financial reporting requirements set forth in 47
	CFR § 54.313(f)(2). I further certify that th	CFR § 54.313(f)[2]. I further certify that the information reported on this form and in the documents attached below is accurate.
(3010)	Progress Report on 5 Year Plan $\label{eq:mission} \mbox{Milestone Certification (47 CFR § S4.313(f)(1)(i)}$	
(3011)	Name or Attached bocument using Required in Please check this box to confirm that the attached document(s), on line 3012 contains the required information pursuant to § 54.313 (f)(1)(ii), the carrier shall provide the number, names, and addresses of community anchor institutions to which began providing access to broadband service in the preceding calendar year.	Name or Attached Document Listing Required Information 312 contains the required information pursuant to sses of community anchor institutions to which began
(3012)	Community Anchor Institutions (47 CFR § 54.313(f)(1)(ii)}	
(3013)	Is your company a Privately Held ROR Carrier (47 CFR § 54.313(f)(2)) If Yes, does your company file the RUS annual report	Name of Attached Document Listing Required Information  (Yes/No) (Yes/No) (Yes/No)
Please	check these boxes to confirm that the attached document(s), on line 3017 Fertronic conv of their annual RIS reports (Operatine Report for	Please check these boxes to confirm that the attached document(s), on line 3017, contains the required information pursuant to § 54.313(f)(2) compliance requires:
(3016)	_	
(3017)	If the response is yes on line 3014, attach your company's RUS annual report and all required documentation	442116tx3017.pdf
(3018)	If the response is no on line 3014, Is your company audited?	Name of Attached Document Listing Required Information (Yes/No)
(3019)	If the response is yes on line 3018, please check the boxes below to confirm your submission, on line 3026 pursuant to § 54.313(f)(2), contains Either a copy of their audited financial statement; or (2) a financial report in a fo	ase check the boxes below to pursuant to § 54313(f)(2), contains statement; or (2) a financial report in a format comparable to RUS Operating Report for Telecommunications
(3020)	Document(s) for Balance Sheet, Income Statement and Statement of Cash Flows	Ish Flows
(3021)	Management letter issued by the independent certified public accountant that performed the company's financial audit.	berformed the company's financial audit.
	If the response is no on line 3018, please check the boxes below to confirm your submission, on line 3026 pursuant to § 54.313(f)(2), contains:	
(3022)	Copy of their financial statement which has been subject to review by an independent certified public accountant; or 2) a financial report in a format comparable to RUS Operating Report for Telecommunications	
(3023)	Borrowers, Underlying information subjected to a review by an independent certified	
(3024)	public accountant Underlying information subjected to an officer certification. Document(s) for Balance Sheet, Income Statement and Statement of Cash Flows	Sh Flows
(3026)	Attach the worksheet listing required information	
	7	Name of Attached Document Listing Required Information

Certification - Reporting Carrier	FCC Form 481
Data Collection Form	OMB Control No. 3060-0986/OMB Control No. 3060-0819
	July 2013

<010>	Study Area Code	442116
<015>	Study Area Name	MUENSTER DBA NORTEX
<020>	Program Year	2015
<030>	Contact Name - Person USAC should contact regarding this data	Alan Rohmer
<035>	Contact Telephone Number - Number of person identified in data line <030>	9407592251 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	arohmer@nortex.com

#### TO BE COMPLETED BY THE REPORTING CARRIER, IF THE REPORTING CARRIER IS FILING ANNUAL REPORTING ON ITS OWN BEHALF:

# Certification of Officer as to the Accuracy of the Data Reported for the Annual Reporting for CAF or LI Recipients I certify that I am an officer of the reporting carrier; my responsibilities include ensuring the accuracy of the annual reporting requirements for universal service support recipients; and, to the best of my knowledge, the information reported on this form and in any attachments is accurate. Name of Reporting Carrier: Signature of Authorized Officer: Date Printed name of Authorized Officer: Title or position of Authorized Officer: Telephone number of Authorized Officer: Filing Due Date for this form: Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment

under Title 18 of the United States Code, 18 U.S.C. § 1001.

	ion - Agent / Carrier ection Form		FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
<010>	Study Area Code	442116	
<015>	Study Area Name	MUENSTER DBA NORTEX	
<020>	Program Year	2015	
<030>	Contact Name - Person USAC should contact regarding this data	Alan Rohmer	
<035>	Contact Telephone Number - Number of person identified in data line <030>	9407592251 ext.	

#### TO BE COMPLETED BY THE REPORTING CARRIER, IF AN AGENT IS FILING ANNUAL REPORTS ON THE CARRIER'S BEHALF:

<039> Contact Email Address - Email Address of person identified in data line <030> arohmer@nortex.com

Certification of Officer to Authorize an A	Agent to File Annual Reports for CAF or LI Recipients on Behalf of Reporting Carrier
I certify that (Name of Agent) <u>Stuart Polikoff</u> also certify that I am an officer of the reporting carrier; my responsil agent; and, to the best of my knowledge, the reports and data provided to the control of the c	is authorized to submit the information reported on behalf of the reporting carrier. I bilities include ensuring the accuracy of the annual data reporting requirements provided to the authorized ded to the authorized agent is accurate.
Name of Authorized Agent: Stuart Polikoff	
Name of Reporting Carrier: MUENSTER DBA NORTEX	
Signature of Authorized Officer: CERTIFIED ONLINE	Date: 06/10/2014
Printed name of Authorized Officer: Alan Rohmer	
Title or position of Authorized Officer: Chief Financial Officer	
Telephone number of Authorized Officer: 9407592251 ext.	
Study Area Code of Reporting Carrier: 442116	Filing Due Date for this form: 06/30/2014
, 9	d by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment itle 18 of the United States Code, 18 U.S.C. § 1001.

### TO BE COMPLETED BY THE AUTHORIZED AGENT:

Certification of Agent Authorized to File Annual Reports for CAF or LI Recipients of	n Behalf of Reportin	g Carrier
I, as agent for the reporting carrier, certify that I am authorized to submit the annual reports for universal service support recipi the data reported herein based on data provided by the reporting carrier; and, to the best of my knowledge, the information re	•	• , ,
Name of Reporting Carrier: MUENSTER DBA NORTEX		
Name of Authorized Agent or Employee of Agent: Stuart Polikoff		
Signature of Authorized Agent or Employee of Agent: CERTIFIED ONLINE	Date:	06/10/2014
Printed name of Authorized Agent or Employee of Agent: Stuart Polikoff		
Title or position of Authorized Agent or Employee of Agent Senior Director - Business Compliance		
Telephone number of Authorized Agent or Employee of Agent: 5126527730 ext.		
Study Area Code of Reporting Carrier: 442116 Filing Due Date for this form: 06/30/2014		
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 18 of the United States Code, 18 U.S.C. § 1001.	47 U.S.C. §§ 502, 503(b), or	fine or imprisonment under Title



(200) Service Outage Reporting (Voice)	FCC Form 481	
Data Collection Form	OMB Control No. 3060-0986/OMB Control No. 3060-0819	
	July 2013	

Subject for the National Program of the	<010>	Study Area Code	٥				7	442116				
Context Name of Parcon General Registration   Context Name of Parc		tudy Area Nan	ne				I	MUENSTER D	BA NORTEX			
Contact Teachere without a required for data fine 4020		rogram Year						2015				
Connect Telephone Number of person identified in class line 4330   Secondary Connect Telephone Number of person identified in class line 4330   Activation   Ac		Sontact Name -	· Person US	AC should con:	tact regardii	ng this data	7	Alan Rohme.	ı			
Contact Final Address - Fina		Sontact Teleph	one Numb	er - Number of	person ider	tified in data li		9407592251	ext.			
Courage   Cour		Sontact Email ≠	\ddress - Er	nail Address of	f person ide	ntified in data li		rohmer@no.	rtex.com			
Courage Start Groups   Courage Start Groups	<220>											
Courage Sant Sant   Courage Courage   Courage Courage   Courage Courage Courage   Courage Co	<a>&gt;</a>	<	<	<	 404>	<c1></c1>	<c2></c2>	ф>	<e></e>	< <del>\$</del>	<g>&gt;</g>	<\p>
00.01 03/96/2013 01:35 2340 3577 Yes Wireline (including Energy and English Wireline (including Cable) Voice (non-VoIP) Rough State of Cable) Voice (non-VoIP) Rough State of Cable) Voice (non-VoIP) Rough State of Cable	NORS Reference Number					Number of Customers Affected	Total Number of Customers	911 Facilities Affected (Yes / No)	Service Outage Description (Check all that apply)	Did This Outage Affect Multiple Study Areas (Yes / No)	Service Outage Resolution	Preventative Procedures
		03/06/2013		03/06/2013		2240	3677	Yes	Wireline (including cable) Voice (non-VoIP)	No	Fiber was spliced between new patch panels to restore service.	Ethernet ring protection wa built and tested between Muenster and Valley View offices.

(700) Price Offerings including Voice Rate Data	FCC Form 481
Data Collection Form	OMB Control No. 3060-0986/OMB Control No. 3060-0819
	July 2013

<701> Residential Local Service Charge Effective Date
<702> Single State-wide Residential Local Service Charge

<703>

1/1/2014

Single State cal> TX TX TX TX	Single State-wide Residential Local Service Charge <a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a>4a&gt;<a< th=""><th><a3> SAC (CETC)</a3></th><th>     </th><th><b2> Residential Local Service Rate 14.5 14.5 18.0 18.0 14.5</b2></th><th>    State Subscriber Line Charge  0.0  0.0  0.0  0.0</th><th>     </th><th>  Andatory Extended Area Service Charge 3.5 3.5 0.0 3.5</th></a<></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a>	<a3> SAC (CETC)</a3>	   	<b2> Residential Local Service Rate 14.5 14.5 18.0 18.0 14.5</b2>	  State Subscriber Line Charge 0.0 0.0 0.0 0.0	   	  Andatory Extended Area Service Charge 3.5 3.5 0.0 3.5
				Residential Local			Mandatory Extended Area
State		SAC (CETC)	Rate Type	Service Rate	State Subscriber Line Charge		Service Charge
TX	Forestburg		표	14.5	0.0	0.67	3.5
TX	Muenster		FR	14.5	0.0	0.67	3.5
TX	Myra		FR	18.0	0.0	0.67	0.0
TX	Rosston		FR	14.5	0.0	0.67	3.5
TX	Valley View		FR	14.5	0.0	0.67	3.5
TX	Valley View East		FR	14.5	0.0	0.67	3.5

Total per line Rates and Fees
18.67
18.67
18.67

18.67

18.67

FCC Form 481	OMB Control No. 3060-0986/OMB Control No. 3060-0819	July 2013
(710) Broadband Price Offerings	Data Collection Form	

dy Are dy Are	Study Area Code Study Area Name			442116 MUENSTER DBA NORTEX	ORTEX			
Program Year	Year			2015				
ontact N	Contact Name - Person USAC should contact regarding this data	ıld contact regarding	this data	Alan Rohmer				
ontact T	Contact Telephone Number - Number of person identified in data line	ber of person identil	fied in data line <030>	. 9407592251 ext.				
ontact E	Contact Email Address - Email Address of person identified in data line	Iress of person identi	fied in data line <030>	arohmer@nortex.com	com			
<a1></a1>	<a2></a2>	 b1>	 	<c> <d1></d1></c>	<q2></q2>	<¢9>		<d4></d4>
State	Exchange (ILEC)	Residential Rate	State Regulated Fees	Total Rates and Fees	Broadband Service - Download Speed (Mbps)	Broadband Service - Broadband Service Usag Download Speed - Upload Speed (Mbps) (GB) (Mbps)	Usage Allowance (GB)	Usage Allowance Action Taken When Limit Reached {select}
XI	ALL	49.95	0.0	49.95	5.0	1.5	0.0	Other, No limit on usage allowance
TX	ALL	59.95	0.0	59.95	8.0	2.0	0.0	Other, No limit on usage allowance
ΤX	ALL	69.95	0.0	69.95	15.0	5.0	0.0	Other, No limit on usage allowance
XI	ALL	79.95	0.0	79.95	30.0	5.0	0.0	Other, No limit on usage allowance
TX	ALL	44.95	0.0	44.95	8.0	1.0	0.0	Other, No limit on usage allowance
XI	ALL	54.95	0.0	54.95	15.0	1.0	0.0	Other, No limit on usage allowance
XI	ALL	64.95	0.0	64.95	30.0	2.0	0.0	Other, No limit on usage allowance
TX	ALL	59.95	0.0	59.95	5.0	1.0	0.0	Other, No limit on usage allowance
XI	ALL	69.95	0.0	69.95	10.0	2.0	0.0	Other, No limit on usage allowance

# LINE 112 - FIVE-YEAR SERVICE QUALITY IMPROVEMENT PLAN

Following is the initial five-year service quality improvement plan for Muenster Telephone Corporation of Texas d/b/a Nortex Communications ("Nortex" or "the Company") pursuant to 47 C.F.R. § 54.202(a)(1)(ii) that requires an eligible telecommunications carrier (ETC) to describe proposed improvements or upgrades to the ETC's network throughout its service area. The *USF/ICC Transformation Order* establishes a public interest obligation for rate-of-return ETCs to provide broadband service at speeds of at least 4 Mbps downstream and 1 Mbps upstream (4:1) "upon reasonable request." A service quality improvement plan cannot project where in the service area reasonable requests will be made. However, the proposed service improvements in this plan result in the availability of 4:1 or better service to a greater portion of the Company's service area than is currently available.

Although this plan is a good faith effort by the Company, it is subject to change, given the uncertainty faced by ETCs regarding whether capital investments will be recoverable over the five year planning horizon. Factors that may affect the capital improvements plan include erosion of the customer base due to competition, alternative technologies, economic conditions in the service area, and unpredictable changes in the universal service support amounts an ETC receives.

Nortex owns and operates six exchanges serving subscribers in north central Texas. The service area includes portions of Cooke, Denton, and Montague counties. This service area covers approximately 464 square miles.

# **Baseline Network Description**



#### Table 1 - Current Broadband Capabilities

Exchange Name	Total Square Miles	Total Existing Access Lines  Estimated Total Population Served		Broadband Capable Lines	Estimated Broadband Capable Population	% Broadband Capable

# 2014 - 2019 Service Quality Improvement Plan

Table 2 provides Nortex's intended service quality improvements and associated capital expenditures for 2014 - 2019, by exchange, along with estimates of the population that will be served by the improvements.

on Sy ents	3					
Estimated Population Served by Improvements						
2019						
2018						
2017						
2016						
2015						
2014						
Description of Improvement						
Exchange						
	Description of Improvement         2014         2015         2016         2017         2018         2019	Description of Improvement         2014         2015         2016         2017         2018         2019	Description of Improvement         2014         2015         2016         2017         2018         2019	Description of Improvement         2014         2015         2016         2017         2018         2019	Description of Improvement         2014         2015         2016         2017         2018         2019	Description of Improvement         2014         2015         2016         2017         2018         2019

# Narrative Description: 2014 - 2015

<u>Forestburg</u>
<u>Myra</u>
<u>Rosston</u>
<u>Valley View</u>
<u>System Level</u>
System Level

Narrative Description: 2016 - 2019

# LINE 510 - SERVICE QUALITY STANDARDS AND CONSUMER PROTECTION RULES COMPLIANCE

Muenster Telephone Corporation of Texas d/b/a Nortex Communications ("the Company") complies with applicable service quality standards and consumer protection rules for its voice and broadband services.

The rates, terms, and conditions under which the Company operates are outlined in its local exchange tariff, which is approved by the Public Utility Commission of Texas ("Texas PUC"). The tariff contains provisions regarding the Company's customer service and protection practices.

Service quality standards for voice service are established by the Texas PUC. The Company consistently meets or exceeds those standards and provides reports to the Texas PUC, in accordance with the Texas PUC's rules.

With regard to broadband service, the Company provisions its network and equipment to ensure that its customers can enjoy the speeds to which they subscribe. However, Internet speeds generally result from a "best effort" service and are dependent upon a number of variables, many of which are outside the control of the Company.

The Company complies with any and all consumer protection obligations under state law.

The Company also complies with the following consumer best practices: (1) the Company discloses its rates and terms of service to customers; (2) the Company provides specific disclosures in its advertising; (3) the Company separately identifies carrier charges from taxes on its billing statements; (4) the Company provides ready access to customer service; (5) the Company promptly responds to consumer inquiries and complaints received from government agencies; and (6) the Company abides by policies for protection of consumer privacy.

Finally, the Company has a policy and established operating procedures that comply with the FCC's Customer Proprietary Network Information (CPNI) rules (47 C.F.R. §§64.2001-64.2011). Certification of the Company's compliance with CPNI rules and a description of the Company's operating procedures that ensure compliance are filed annually with the FCC.

#### LINE 610 – FUNCTIONALITY IN EMERGENCY SITUATIONS

Muenster Telephone Corporation of Texas d/b/a Nortex Communications ("the Company") is able to function in emergency situations for both voice and broadband service. The Company has a reasonable amount of back-up power to ensure functionality without an external power source. Permanently installed standby power generators are supplied at the two primary central offices, and remote switch sites have a minimum of eight hours of backup battery capability and are equipped for portable emergency generators. The Company has four portable emergency generators it can utilize throughout its network to maintain power at remote sites. The network is capable of managing traffic spikes resulting from emergency situations.

The Company is able to reroute traffic around damaged facilities. Although the Company's ability to reroute traffic around damaged facilities is not absolute and may be limited in certain circumstances, there is a restoration plan in place for expeditious recovery of service, including splicing of damaged facilities when warranted. The Company has a portable splicing trailer fully equipped for fast response to cut facilities and has a portable Broadband Loop Carrier available to respond to damaged remote switching sites.

# LINE 1010 – VOICE SERVICES RATE COMPARABILITY

The Wireline Competition Bureau's most recent reasonable comparability benchmark for voice services is \$46.96, which includes the federal subscriber line charge ("SLC").

In all of the exchanges served by Muenster Telephone Corporation of Texas d/b/a Nortex Communications ("the Company"), the single-line residential local rate, including any mandatory extended area service charge, is \$18. When the federal SLC (\$6.50) and the state universal service fee (\$.67) are included, the rate becomes \$25.17. Therefore, the Company's pricing of fixed voice services is less than the reasonable comparability benchmark of \$46.96.

<sup>&</sup>lt;sup>1</sup> Wireline Competition Bureau Announces Results of Urban Rate Survey for Voice Services; Seeks Comment on Petition for Extension of Time to Comply With New Rate Floor, WC Docket No. 10-90, DA 14-384 (rel. Mar. 20, 2014), p. 2.

# LINE 1210 – TERMS & CONDITIONS OF VOICE TELEPHONY LIFELINE PLANS

Residential customers of Muenster Telephone Corporation of Texas d/b/a Nortex Communications ("the Company") who qualify for the Lifeline Program receive a discount of \$12.75 on local voice telephony service (\$9.25 federal discount + \$3.50 state discount).

For all of the Company's exchanges, the Lifeline single-line residential local rate, including any mandatory extended area service charge and the federal subscriber line charge, is \$11.75 (\$24.50 standard rate - \$12.75 discount).

All single-line residential customers, including Lifeline customers, have an unlimited number of minutes for local calls made within the Dallas and Wichita Falls LATAs.

Toll charges for calls outside of the local calling area are determined by the long distance carrier of the customer's choosing. Customers may also elect to subscribe to toll blocking at no charge.

Lifeline Program reductions do not apply to additional services such as information-related services and custom calling features. Lifeline customers may subscribe to these services, where available, at the same rates offered to other customers.

Lifeline customers may subscribe to any of the following service bundles that include residential local voice service and will receive a discount of \$12.75 from the regular price of the service bundle:

	<b>Tariff Price</b>	<u>Lifeline Discounted Price</u>
Nortex Choice Unlimited	\$52.50	\$39.75
Nortex Choice with Internet	\$67.50	\$54.75
Light Speed Choice	\$69.40	\$56.65
Light Speed 500	\$77.40	\$64.65
Light Speed Unlimited	\$84.40	\$71.65
Nortex Flex Pak one line	\$29.50	\$16.75
Nortex Flex Pak two lines	\$50.55	\$37.80

Additional information regarding the terms and conditions of voice telephony Lifeline plans can be found at http://www.nortex.com/news-and-information/Lifeline-Notice.

According to the Paperwork Reduction Act of 1995, an agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a valid OMB control number. The valid OMB control number for this information collection is 0572-0031. The time required to complete this information collection is estimated to average 4 hours per response, including the time for reviewing instructions.

searching existing data sources, gathering and maintaining the		npleting and reviewing						
USDA-RUS			This data will be used by RUS to review your financial situation. You	ir response is required by 7 t.	P.S.C. 901 et seq.			
			and, subject to federal laws and regulations regarding confidential information, will be treated as confidential,					
			BORROWER NAME					
OPERATING REPORT FOR TELECOMMUNICATIONS BORROWERS			Muenster Telephone Corporation of Texas					
			radioter rerepione corporation or	10700				
			(Prepared with Audited Data)					
INSTRUCTIONS-Submit report to RUS within 30 day.	s after close of the po	eriod.	PERIOD ENDING	BORROWER DESIGNATION	ON			
For detailed instructions, see RUS Bulletin 1744-2. Re			December, 2013	TX0613	İ			
<del></del>	100	CI	ERTIFICATION					
We hereby certify that the entries in this i	report are in accor		counts and other records of the system and reflect the state	tus of the system	1			
to the best of our knowledge and belief.	- (I) Un tra strain of the to III inc		5 15 5.					
			I, RUS, WAS IN FORCE DURING THE REPORTIN	NG PERIOD AND	1			
RENEWALS HAVE BEEN OBTAINE	D FOR ALL PO	LICIES.						
DURING THE PERIO	D COVERED BY		PURSUANT TO PART 1788 OF 7CFR CHAPTER 2	XVII				
		(Check on	e of the following)					
X All of the obligations under the RUS loan doct	uments		There has been a default in the fulfillment of the oblig					
have been fulfilled in all material respects.			under the RUS loan documents. Said default(s) is/an specifically described in the Telecom Operating Repo					
Deligio evento. Accomposito i se con			apecinically described in the relection Operating Repo	20)				
Alan Rohmer		3/27/2014	<del>-</del> 8					
Marine Committee Charles Charl		DATE						
		PART	A. BALANCE SHEET					
	BALANCE	BALANCE		BALANCE	BALANCE			
ASSETS	PRIOR YEAR	END OF PERIOD	LIABILITIES AND STOCKHOLDERS' EQUITY	PRIOR YEAR	END OF PERIOD			
CURRENT ASSETS			CURRENT LIABILITIES					
Cash and Equivalents			25. Accounts Payable					
Cash-RUS Construction Fund			26. Notes Payable					
	-							
3. Affiliates:			27. Advance Billings and Payments					
a. Telecom, Accounts Receivable			28. Customer Deposits					
b. Other Accounts Receivable			29. Current Mat. L/T Debt					
c. Notes Receivable			30. Current Mat. L/T Debt-Rur. Dev.					
4. Non-Affiliates:			31. Current MatCapital Leases					
a. Telecom, Accounts Receivable			32. Income Taxes Accrued					
b. Other Accounts Receivable			33. Other Taxes Accrued					
c. Notes Receivable			34. Other Current Liabilities					
5. Interest and Dividends Receivable			35. Total Current Liabilities (25 thru 34)					
6. Material-Regulated			LONG-TERM DEBT					
7. Material-Nonregulated			36. Funded Debt-RUS Notes					
8. Prepayments			37. Funded Debt-RTB Notes					
9. Other Current Assets			38. Funded Debt-FFB Notes					
10. Total Current Assets (1 Thru 9)			39. Funded Debt-Other					
NONCURRENT ASSETS	i		40. Funded Debt-Rural Develop, Loan					
			41. Premium (Discount) on L/T Debt					
11. Investment in Affiliated Companies								
a. Rural Development			42. Reacquired Debt					
b. Nonrural Development			43. Obligations Under Capital Lease					
12. Other Investments			44. Adv. From Affiliated Companies					
a. Rural Development			45. Other Long-Term Debt					
b. Nonrural Development			46. Total Long-Term Debt (36 thru 45)					
13. Nonregulated Investments			OTHER LIAB. & DEF. CREDITS					
14. Other Noncurrent Assets			47. Other Long-Term Liabilities					
15. Deferred Charges			48. Other Deferred Credits					
16. Jurisdictional Differences			49. Other Jurisdictional Differences					
17. Total Noncurrent Assets (11 thru 16)			50. Total Other Liabilities and Deferred Credits (47 thru 49)					
PLANT, PROPERTY, AND EQUIPMENT			EQUITY					
18. Telecom, Plant-in-Service			51. Cap. Stock Outstand. & Subscribed					
19. Property Held for Future Use	i		52. Additional Paid-in-Capital					
20. Plant Under Construction			53. Treasury Stock					
21. Plant Adj., Nonop. Plant & Goodwill			54. Membership and Cap. Certificates					
AND THE RESERVE OF THE STREET			55. Other Capital					
22. Less Accumulated Depreciation				-70,000				
23. Net Plant (18 thru 21 less 22)			56. Patronage Capital Credits					
24. TOTAL ASSETS (10+17+23)			57. Retained Earnings or Margins	30 TS 44 SH				
			58. Total Equity (51 thru 57)					
			59. TOTAL LIABILITIES AND EQUITY (35+46+50+58)					

# OPERATING REPORT FOR TELECOMMUNICATIONS BORROWERS

BORROWER DESIGNATION

TX0613

PERIOD ENDING

INSTRUCTIONS- See RUS Bulletin 1744-2

December, 2013

INSTRUCTIONS- See RUS Bulletin 1744-2		
PART B. STATEMENTS OF INCOME AND RETAINED EARNING	SS OR MARGINS	ion i como a contra de la contra del la contra del la contra del la contra de la contra del la contra de la contra de la contra del l
ITEM	PRIOR YEAR	THIS YEAR
Local Network Services Revenues		
Network Access Services Revenues		
Long Distance Network Services Revenues		
Carrier Billing and Collection Revenues		
5. Miscellaneous Revenues		
6. Uncollectible Revenues		
7. Net Operating Revenues (1 thru 5 less 6)		
Plant Specific Operations Expense		
Plant Nonspecific Operations Expense (Excluding Depreciation & Amortization)		
10. Depreciation Expense		
11. Amortization Expense		
12. Customer Operations Expense		
13. Corporate Operations Expense		
14. Total Operating Expenses (8 thru 13)		
15. Operating Income or Margins (7 less 14)		
16. Other Operating Income and Expenses	-	
17. State and Local Taxes		
18. Federal Income Taxes		
19. Other Taxes		
20. Total Operating Taxes (17+18+19)		
21. Net Operating Income or Margins (15+16-20)		
22. Interest on Funded Debt		
23. Interest Expense - Capital Leases		
24. Other Interest Expense		
25. Allowance for Funds Used During Construction		
26. Total Fixed Charges (22+23+24-25)		
27. Nonoperating Net Income		
28. Extraordinary Items		
29. Jurisdictional Differences		
30. Nonregulated Net Income		
31. Total Net Income or Margins (21+27+28+29+30-26)		
32. Total Taxes Based on Income		
33. Retained Earnings or Margins Beginning-of-Year		
34. Miscellaneous Credits Year-to-Date		
35. Dividends Declared (Common)		
36. Dividends Declared (Preferred)		
37. Other Debits Year-to-Date		
38. Transfers to Patronage Capital		
39. Retained Earnings or Margins End-of-Period [(31+33+34) - (35+36+37+38)]		
40. Patronage Capital Beginning-of-Year		
41. Transfers to Patronage Capital		
42. Patronage Capital Credits Retired		
43. Patronage Capital End-of-Year (40+41-42)		
44. Annual Debt Service Payments		
45. Cash Ratio [(14+20-10-11) / 7]		
46. Operating Accrual Ratio [(14+20+26) / 7]		
47. TIER [(31+26) / 26]		
48. DSCR [(31+26+10+11) / 44]		

# OPERATING REPORT FOR TELECOMMUNICATIONS BORROWERS

December, 2013

TX0613

PERIOD ENDED

BORROWER DESIGNATION

INSTRUCTIONS - See RUS Bulletin 1744-2

	1. RATE	S	2. SUB	SCRIBERS (ACCESS LIN	ES)	3. ROUTE	MILES
EXCHANGE	B-1 (a)	R-1 (b)	BUSINESS (a)	RESIDENTIAL (b)	TOTAL (c)	TOTAL (including fiber) (a)	FIBER
Valley View East	20.95	14.50					
Valley View	20.95	14.50					
Myra	27.95	18.00					
Muenster	20.95	14.50					
Rosston	20.95	14.50					
Forestburg	20.95	14.50				<del></del>	
MobileWireless							
Route Mileage Outside Exchange Area							
Total							
No. Exchanges	6						

# OPERATING REPORT FOR TELECOMMUNICATIONS BORROWERS

BORROWER DESIGNATION

TX0613

PERIOD ENDED December, 2013

INSTRUCTIONS - See RUS Bulletin 1744-2

Part C. SURSCRIRER	(ACCESS LINE)	ROUTE MILE &	& HIGH SPEED DATA INFORMATION	V.
Tall C. SUDSCRIDER	(ALCESS LINE)	, NOUTE MILE, O	X HIGH SI LED DATA INFORMATIO	

	,		4.1	BROADBAND SER	VICE					
Details on Least Expensive Broadband Service										
EXCHANGE	No. Access Lines with BB available (a)	No Of Broadband Subscribers (b)	Number Of Subscribers (c)	Advertised Download Rate (Kbps) (d)	Advertised Upload Rate (Kbps) (e)	Price Per Month (f)	Standalone/Pckg (f)	Type Of Technology (g)		
Valley View East				3,000	512	29.95	Package	DSL		
Valley View				3,000	512	29.95	Package	Fiber to the Home		
Myra				3,000	512	29.95	Package	DSL		
Muenster				3,000	512	29.95	Package	Fiber to the Home		
Rosston				3,000	512	29.95	Package	DSL		
Forestburg				3,000	512	29.95	Package	DSL		

# REDACTED - FOR PUBLIC INSPECTION

	USDA-RUS			I BODDOMED DE	CICNIATION				
	USDA-RUS			BORROWER DESIGNATION TX0613					
	OPERATING REPORT FOR	1							
1	TELECOMMUNICATIONS BORRO	WERS		PERIOD ENDING					
				December, 2	December, 2013				
INSTRUCTIONS- See RUS Bulletin	1744-2								
	PART D. SYSTEM DATA								
1. No. Plant Employees	2. No. Other Employees	3. Square Miles Served		4. Access Lines per Squar	re Mile	5 Subscribers per Route Mile			
19			478		7.21	2.72			
		PART E. TOLL	DATA						
Study Area ID Code(s)	2. Types of Toll Se	ttlements (Check on	9)						
а	442116		Interstate:	Average Schedul	e	X Cost Basis			
b	D								
	ı		Intrastate:	Average Schedul	e	X Cost Basis			
1/2	1								
	1.								
to the same of the	1-								
h	1.								
	L								
	PART F. FU	NDS INVESTED IN F	PLANT DURING YE	AR					
1. RUS, RTB, & FFB Loan Funds E	xpended								
<ol><li>Other Long-Term Loan Funds Ex</li></ol>	pended								
<ol><li>Funds Expended Under RUS Intel</li></ol>	erim Approval								
4. Other Short-Term Loan Funds Ex	xpended								
<ol><li>General Funds Expended (Other</li></ol>	than Interim)								
Salvaged Materials									
7. Contribution in Aid to Constructio	on								
8. Gross Additions to Telecom. Plan	nt (1 thru 7)								
	PART G. IN	ESTMENTS IN AFF	ILIATED COMPANI	ES					
CURRENT YEAR DATA CUMULATIVE					CUMULATIVE D	ATA			
	/		Cumulative	Cumulative					
INVE	STMENTS	Investment	Income/Loss	Investment	Income/Loss	Current			
		This Year	This Year	To Date	To Date	Balance			
	(a)	(h)	(c)	(d)	(c)	(0)			
Investment in Affiliated Companie	ALC: NO VINCENCIA DE CARRON DE LA CONTRACTOR DE LA CONTRA				1/15				
Investment in Affiliated Companie									

# USDA-RUS OPERATING REPORT FOR

# TELECOMMUNICATIONS BORROWERS

BORROWER DESIGNATION TX0613	
PERIOD ENDING	
December, 2013	
DEDDECIATION DATES	

		December, 2013						
PART H. CURRENT DEPRECIATION RATES								
	propration's depreciation rates approved by the regulatory authority urisdiction over the provision of telephone services? (Check one)		X	YES		NO		
	EQUIPMENT CATEGORY		1	DEPRECIA	TION RA	TE		
	and support assets - Motor Vehicles							
	and support assets - Aircraft	77-11-30-1100-1100-1101-120-1101-120-1						
	and support assets - Special purpose vehicles							
	and support assets - Garage and other work equipment							
	and support assets - Buildings							
	and support assets - Furniture and Office equipment							
	and support assets - General purpose computers		-					
	al Office Switching - Digital							
	al Office Switching - Analog & Electro-mechanical							
	al Office Switching - Operator Systems							
	al Office Transmission - Radio Systems		-					
	al Office Transmission - Circuit equipment							
Contract to the second	nation origination/termination - Station apparatus							
	nation origination/termination - Customer premises wiring							
	nation origination/termination - Large private branch exchanges							
	nation origination/termination - Public telephone terminal equipm	ent	-					
	nation origination/termination - Other terminal equipment							
	and wire facilities - Poles		-					
	and wire facilities - Aerial cable - Metal							
	and wire facilities - Aerial cable - Fiber							
	and wire facilities - Underground cable - Metal							
	and wire facilities - Underground cable - Fiber							
National State (State )	and wire facilities - Buried cable - Metal							
	and wire facilities - Buried cable - Fiber							
	and wire facilities - Conduit systems							
26. Cable	and wire facilities - Other							

# OPERATING REPORT FOR TELECOMMUNICATIONS BORROWERS

BORROWER DESIGNATION

TX0613

PERIOD ENDED

December, 2013

INSTRUCTIONS - See help in the online application.

	PART I – STATEMENT OF CASH FLOWS	
1.	Beginning Cash (Cash and Equivalents plus RUS Construction Fund)	
	CASH FLOWS FROM OPERATING ACTIVITIES	
2.	Net Income	
	Adjustments to Reconcile Net Income to Net Cash Provided by Operating Activities	
3.	Add: Depreciation	
4.	Add: Amortization	
5.	Other (Explain)	
	Changes in Operating Assets and Liabilities	
6.	Decrease/(Increase) in Accounts Receivable	
7.	Decrease/(Increase) in Materials and Inventory	
8.	Decrease/(Increase) in Prepayments and Deferred Charges	
9.	Decrease/(Increase) in Other Current Assets	
10.	Increase/(Decrease) in Accounts Payable	
11.	Increase/(Decrease) in Advance Billings & Payments	
12.	Increase/(Decrease) in Other Current Liabilities	
13.	Net Cash Provided/(Used) by Operations	
	CASH FLOWS FROM FINANCING ACTIVITIES	
14.	Decrease/(Increase) in Notes Receivable	
15.	Increase/(Decrease) in Notes Payable	
16.	Increase/(Decrease) in Customer Deposits	
17.	Net Increase/(Decrease) in Long Term Debt (Including Current Maturities)	
18.	Increase/(Decrease) in Other Liabilities & Deferred Credits	
19.	Increase/(Decrease) in Capital Stock, Paid-in Capital, Membership and Capital Certificates & Other Capital	
20.	Less: Payment of Dividends	
21.	Less: Patronage Capital Credits Retired	
22.	Other (Explain)	
	Increase in Interest Receivable	
23.	Net Cash Provided/(Used) by Financing Activities	
	CASH FLOWS FROM INVESTING ACTIVITIES	
24.	Net Capital Expenditures (Property, Plant & Equipment)	
25.	Other Long-Term Investments	
26.	Other Noncurrent Assets & Jurisdictional Differences	
27.	Other (Explain)	
	Deduction in Accum Depr for Retirement in PPE	
28.	Net Cash Provided/(Used) by Investing Activities	
29.	Net Increase/(Decrease) in Cash	
30.	Ending Cash	

# REDACTED - FOR PUBLIC INSPECTION

USDA-RUS	BORROWER DESIGNATION	
OPERATING REPORT FOR TELECOMMUNICATIONS BORROWERS	TX0613	
INSTRUCTIONS - See RUS Bulletin 1744-2	PERIOD ENDED December, 2013	
NOTES TO THE OPERATING REPO	ORT FOR TELECOMMUNICATIONS BORROWERS	
NOTES TO THE OFERATING RET	OKT FOR TELECOMMONICATIONS BORROWERS	

# REDACTED - FOR PUBLIC INSPECTION

USDA-RUS	BORROWER DESIGNATION
OPERATING REPORT FOR TELECOMMUNICATIONS BORROWERS	TX0613
INSTRUCTIONS - See RUS Bulletin 1744-2	PERIOD ENDED December, 2013
CERTIFICATION LOAN DEFAULT NOTES TO THE O	OPERATING REPORT FOR TELECOMMUNICATIONS BORROWERS